



# California Department of Consumer Affairs

[www.dca.ca.gov](http://www.dca.ca.gov)

The Department of Consumer Affairs provides equal employment opportunities to all regardless of age, race, sex (Gender), ancestry, color, religion, disability, national origin, marital status, political affiliation or opinion, sexual orientation or pregnancy.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

## MANAGEMENT SERVICES TECHNICIAN

### DEPARTMENTAL PROMOTIONAL EXAMINATION

**Salary Range: \$2331 - \$3201**

**Final Filing Date: OCTOBER 6, 2006**

#### WHO MAY APPLY

Applicants must have a permanent civil service appointment with the Department of Consumer Affairs or meet the provisions of the State Personnel Board Rules 234 or 235 by the final filing date in order to take this examination (applicants who qualify under Government Code Sections 18990 and 18992 may also apply).

#### HOW TO APPLY

**This is a promotional exam for the Department of Consumer Affairs. Applications will not be accepted on open basis. Career credits do not apply.** Submit applications (STD 678) to the address indicated below.

#### **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

**NOTE:** All applications **must include: "to" and "from" dates** (month/day/year); **time base**; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

**NOTE:** The Department of Consumer Affairs, Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

#### WHERE TO APPLY

##### MAIL TO:

Department of Consumer Affairs  
Attn: Selection Services (Steve Martinez)  
P.O. Box 980428  
West Sacramento, CA 95798-0428

##### HAND DELIVER TO:

Department of Consumer Affairs  
Attn: Selection Services (Steve Martinez)  
1625 N. Market Blvd., Suite N 321  
Sacramento, CA 95834

#### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

#### FINAL FILE DATE

**October 6, 2006.**

Applications must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted for any reason.

#### WRITTEN TEST DATE

**November 18, 2006.**

**SEE REVERSE FOR ADDITIONAL INFORMATION**

**REQUIRED  
IDENTIFICATION**

**Note:** Accepted applicants will be required to bring either a photo identification card or two forms of signed of identification to the examination.

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

**All applicants must meet the education and/or experience requirements for this examination by final file date.**

**MINIMUM  
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Either I**

One year of experience performing the duties of a Management Services Assistant. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must complete one year of this experience before they can be eligible for appointment.)

**Or II**

One year of experience in the California state service performing duties at a level of responsibility equivalent to that of Office Assistant (General), Range B.

**Or III**

Sixty semesters or 90 quarter units of college.

**DEFINITION OF  
TERMS**

The words "**duties at a level of responsibility equivalent to**" means that the applicant must have State civil service experience of appropriate type and length in a class at the same or higher salary level of the class specified.

**POSITION  
DESCRIPTION**

Under supervision, to learn and perform the less technical, semiprofessional tasks of a management services or related discipline, either (1) on a permanent basis, or (2) in training in preparation for promotion to the professional level; and to do other related work.

**EXAMINATION  
INFORMATION**

This examination will consist of a written test only. In order to obtain a position on the eligible list a minimum rating of 70.00% must be attained. ***Competitors who do not appear for the written test will be disqualified.***

**WRITTEN TEST WEIGHTED – 100%****Scope:**

Knowledge of:

1. Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to:

1. Learn rapidly.
2. Follow directions.
3. Communicate effectively with other staff and those contacted in the work.
4. Use good work habits such as punctuality, skill, neatness and dependability.
5. Make satisfactory progress in a prescribed training program.
6. Interpret written material.
7. Edit written material.
8. Write effectively.
9. Analyze written and numerical data accurately.
10. Make clear, concise oral presentations.

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**SPECIAL  
PERSONAL  
CHARACTERISTICS**

Both demonstrated interest in and aptitude for work in one of the staff services or related disciplines, and the capacity for professional development.

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**ELIGIBLE LIST  
INFORMATION**

A departmental promotional eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change.

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**VETERAN  
PREFERENCE**

Veteran preference credit is not granted in promotional exams.

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**GENERAL INFORMATION**

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 327-4967 three weeks after the final file date if a progress note is not received.

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 327-4967 three days prior to the written test date if he/she has not received his/her notice.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department noted on the front of this bulletin and at [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

**Employment lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 units of college-level work; 3) certification from the State Department of Education, a local school board, high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Promotional Examinations Only: Competition** is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board rules 233, 234, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at department personnel offices or at the Information Counter of State Personnel Board offices.